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June 29, 2017

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OF COUNSEL

EUGENE MALISZEWSKYJ
ENGINEERING CONSULTANT

WRITER'S CONTACT INFORMATION
(202) 828-5528

REDACTED – FOR PUBLIC INSPECTION

VIA HAND DELIVERY

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

**RE: FCC Form 481 – Carrier Annual Reporting Data Collection Form
WC Docket No. 14-58
Northern Arkansas Telephone Company (SAC 401713)**

Dear Ms. Dortch:

Pursuant to Sections 54.313(i) and 54.422(c) of the Commission's Rules, Northern Arkansas Telephone Company ("the Company") hereby submits a copy of its "FCC Form 481 – Carrier Annual Reporting Data Collection Form," which will also be timely filed with the Universal Service Administrative Company and the appropriate state commission on or before July, 3, 2017.

The Company seeks confidential treatment under the *Protective Order* adopted by the Commission in this proceeding for the financial information included in its report pursuant to Section 54.313(f)(2) of the Commission's Rules, plus the related summary financial information included in Section 3005 (page 17) of its report.¹ Confidential treatment of this information is appropriate on the grounds that it is commercially sensitive information that is not otherwise available from publicly available sources, that the Company has kept it strictly confidential, that the information is subject to protection under the Freedom of Information Act and its implementing rules, and that it contains some of the Company's most sensitive business data which, if released to competitors or those with whom the Company does business, would allow those persons to gain a significant advantage in the marketplace or in negotiations.

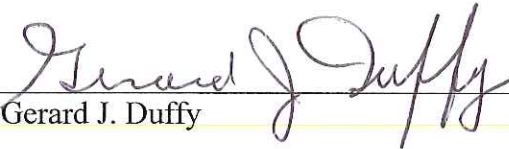
¹ *In the Matter of Connect America Fund, et al.*, PROTECTIVE ORDER, WC Docket Nos. 10-90 and 14-58, DA 16-296, released March 22, 2016.

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In accordance with the *Protective Order*, the Company is submitting one copy of its FCC Form 481 (which includes a Stamped Confidential Document containing its proprietary and confidential financial information) via hand delivery to the Secretary's Office. The Company is also submitting one public inspection copy of its FCC Form 481 (which includes redacted proprietary and confidential information) via the Electronic Comment Filing System.

The Company has submitted a separate letter requesting confidential treatment pursuant to Section 0.459 of the Commission's Rules for other proprietary and confidential financial information contained in its filing, including its unregulated broadband rates, complaints and unfilled service requests.

Respectfully submitted,
Northern Arkansas Telephone Company

By: 
Gerard J. Duffy

Its Attorney

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ENGINEERING CONSULTANT

WRITER'S CONTACT INFORMATION

(202) 828-5528

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Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

RE: Rule Section 0.459 Request for Confidential Treatment
Northern Arkansas Telephone Company (SAC 401713)
WC Docket No. 14-58
FCC Form 481 – Carrier Annual Reporting Data Collection Form

Dear Ms. Dortch:

Northern Arkansas Telephone Company ("the Company"), by its attorney, hereby requests, pursuant to Section 0.459 of the Commission's Rules, that the redacted portions of the Company's rate offerings be withheld from public inspection.

In accordance with Section 0.459(b) of the Commission's Rules, the Company states:

1. The specific information for which confidentiality is sought is comprised of its non-regulated broadband rates, numbers of customer complaints, and unfulfilled service requests.
2. This broadband rate, complaint and unfulfilled service request information is proprietary and confidential commercial and financial information that is routinely withheld from general public inspection by actual and potential competitors.
3. The broadband services for which the rates are charged, and to which the complaints and unfulfilled service requests apply, are subject to actual and potential competition from competitive local exchange carriers, cable television system operators, electric power utilities, fixed and mobile wireless service providers, and/or satellite carriers. Even in the portions of the Company's service area where competition may not be active at present, the nature of the Company's broadband price offerings, customer complaints and unfulfilled service requests constitute valuable competitive intelligence for any entity that may be contemplating or planning entry into one or more portions of the Company's service area.

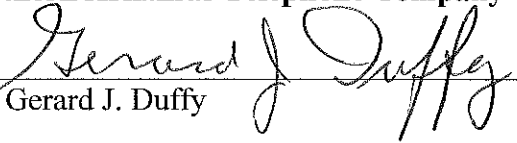
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4. Even where the Company does not have an active competitor at the present time, there are numerous potential competitors and the nature of the Company's broadband price offerings, customer complaints, and unfulfilled service requests constitute valuable competitive intelligence that can greatly assist the planning of any entity that may be contemplating entry into one or more portions of the Company's service area.

The Company notes that it is also redacting and claiming confidential treatment, pursuant to the Bureau's *Protective Order*, DA 16-296, released March 22, 2016, for the financial information submitted in compliance with the requirements of Section 54.313(f)(2) of the Commission's Rules.

Respectfully submitted,

Northern Arkansas Telephone Company

By: 
Gerard J. Duffy

Its Attorney

REDACTED – FOR PUBLIC INSPECTION**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Denise Russell
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5092382961 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	drussell@natconet.com
	Form Type	54.313 and 54.422

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(200) Service Outage Reporting (Voice) FCC Form 481
 Data Collection Form OMB Control No. 3050-0986/OMB Control No. 3050-0819
 July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denier Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092302961 ext.
<038>	Contact Email Address - Email Address of person identified in data line <030>	drussellnatconet.com

<210> For the prior calendar year, were there any reportable voice service outages?

No

[illegible]

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(300) Unfulfilled Service Request Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	401713
<015> Study Area Name	NORTH ARKANSAS TEL
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Denise Russell
<035> Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

<300> Unfulfilled service request (voice)

NA

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

401713AR330.pdf

<330> Detail on attempts (broadband)

Name of Attached Document

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(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

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(500) Compliance With Service Quality Standards and Consumer Protection Rules
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092362962 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell3@natconet.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		401713AR510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

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(600) Functionality in Emergency Situations Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	401713
<015> Study Area Name	NORTH ARKANSAS TEL
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Denise Russell
<035> Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com
<600> Certify compliance regarding ability to function in emergency situations	Yes
<610> Descriptive document for Functionality in Emergency Situations	401713AR610.pdf

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(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussellnatconet.com
<701>	Residential Local Service Charge Effective Date	2/1/2017
<702>	Single State-wide Residential Local Service Charge	18.15

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

[illegible]

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(800) Operating Companies
 Data Collection Form
 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drusellenatconet.com
<810>	Reporting Carrier	Northern Arkansas Telephone Company, Inc.
<811>	Holding Company	NATCO Communications, Inc.
<812>	Operating Company	Northern Arkansas Telephone Company, Inc.

[illegible]

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[illegible]

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(1000) Voice and Broadband Service Rate Comparability Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

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(1100) No-Terrestrial Backhaul Reporting Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Ruessell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092362962 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

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(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	401713
<015> Study Area Name	NORTH ARKANSAS TEL
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Denise Russell
<035> Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

401713AR1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

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(2005) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2011>	3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.	<input style="width: 100px; height: 20px;" type="text"/>	
<2022>	Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	
<2024A>	Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px;" type="text"/>	<input style="width: 180px; height: 40px;" type="text"/>
<2024B>	Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	<input style="width: 180px; height: 40px;" type="text"/>
<2025A>	Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px;" type="text"/>	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	Name of Attached Document Listing Required Information	<input style="width: 180px; height: 40px;" type="text"/>
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)	<input style="width: 100px; height: 20px;" type="text"/>	

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(2005) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0086/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	Yes - Attach Certification
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information <div style="border: 1px solid black; padding: 2px;">401713AR3010.pdf</div>
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information <div style="border: 1px solid black; padding: 2px;"></div>
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	<input checked="" type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input checked="" type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information <div style="border: 1px solid black; padding: 2px;">401713AR3017.pdf</div>
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information <div style="border: 1px solid black; padding: 2px;"></div>

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(3005) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0815
	July 2013

<010> Study Area Code	401713
<015> Study Area Name	NORTH ARKANSAS TEL
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Denise Ruase11
<035> Contact Telephone Number - Number of person identified in data line <030>	5092362961 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

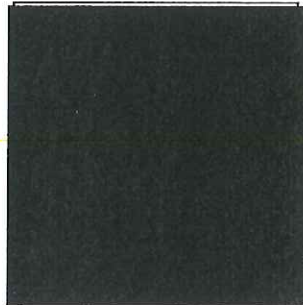
(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends



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(4005) Rural Broadband Experiment Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	401733
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092362961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussellanatconet.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: NORTH ARKANSAS TEL	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/27/2017
Printed name of Authorized Officer: Steven Sanders Jr	
Title or position of Authorized Officer: President	
Telephone number of Authorized Officer: 8704539273 ext.	
Study Area Code of Reporting Carrier: 401713	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. 55 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED – FOR PUBLIC INSPECTION

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	401713
<015> Study Area Name	NORTH ARKANSAS TEL
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Denise Russell
<035> Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED – FOR PUBLIC INSPECTION

Attachments

REDACTED – FOR PUBLIC INSPECTION

<p>(700) Price Offerings including Voice Rate Data Data Collection Form</p>	<p>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013</p>
---	---

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5052382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	18.15

<703>

[illegible]

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(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 401713

<015>	Study Area Name	NORTH ARKANSAS TEL
-------	-----------------	--------------------

<020>	Program Year	2018
-------	--------------	------

<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
-------	---	----------------

<035>	Contact Telephone Number - Number of person identified in data line <030>	5092382961 ext.
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<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com
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[illegible]

REDACTED – FOR PUBLIC INSPECTION

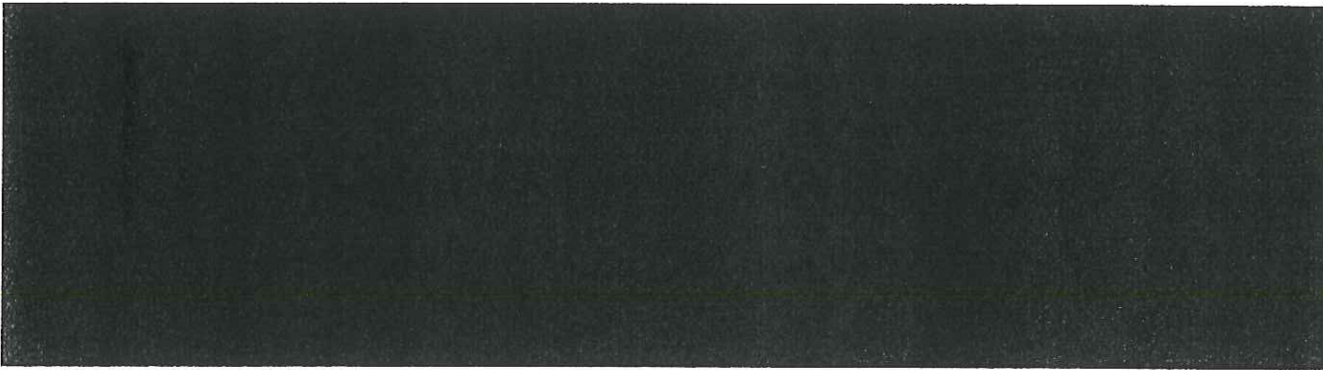
(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3050-0819
	July 2013

<010>	Study Area Code	401713
<015>	Study Area Name	NORTH ARKANSAS TEL
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Denise Russell
<035>	Contact Telephone Number - Number of person identified in data line <030>	5022382961 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	drussell@natconet.com
<810>	Reporting Carrier	Northern Arkansas Telephone Company, Inc.
<811>	Holding Company	NATCO Communications, Inc.
<812>	Operating Company	Northern Arkansas Telephone Company, Inc.

[illegible]

REDACTED – FOR PUBLIC INSPECTION

Northern Arkansas Telephone Company
Line 330-Detail on Unfulfilled Broadband Service Requests
SAC - 401713



REDACTED – FOR PUBLIC INSPECTION

Northern Arkansas Telephone Co., Inc.
SAC 401713

Lines 500 & 510 - Service Quality Standards and Consumer Protection Rules Compliance

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

The Company complies with all applicable service quality standards and consumer protection rules established by the Arkansas Public Service Commission and detailed in the Telecommunication Provider Rules. Specifically, sections 1.09, 1.10, 1.11, 1.12, and 2.0 address the following obligations which include, but are not limited to: 1.09 Service Availability, 1.10 Safe and Adequate Service, 1.11 Construction Standards, 1.12 Facility Identification and Section 2.0, which details consumer billing rules and regulations. Furthermore, Company is subject to cyclical compliance reviews by the Arkansas Public Service Commission Telecommunications Utilities and Quality of Service Section. As such, the Company believes it is in compliance with industry service quality standards.

In addition, the Company complies with numerous federal consumer protection standards including, but not limited to: (1) Truth-in-Billing Rules outlined in 47 CFR § 64.2401; and (2) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers’ privacy. The Company has developed and implemented a Customer Proprietary Network Information (“CPNI”) Compliance Manual and has appointed a CPNI Compliance Officer and a Red Flag Compliance Officer. Annually, the Company requires all employees to attend training on the CPNI Compliance Manual and Red Flag Rules and they understand that any violation of the Company’s CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission (“FCC”) certifying compliance with the FCC’s CPNI rules.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

REDACTED – FOR PUBLIC INSPECTION

**Northern Arkansas Telephone Company, Inc.
SAC 401713**

Line 600 and 610 – Functionality in Emergency Situations

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations.

OVERALL RESPONSE TO EMERGENCY SITUATIONS: The Company has a comprehensive disaster recovery plan that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

POWER: In order to function in an emergency, the Company has a combination of batteries and emergency generators. All central offices, remote offices, and remote cabinets have batteries that would provide at least eight hours of service. Each central office and remote office is also equipped with permanent emergency generators with their own fuel tanks. Automatic transfer switches are installed in each of the buildings that will start the generators and transfer from commercial power to the backup generator until commercial power is restored. Each building and cabinet is also wired for a portable generator connection. The company owns portable generators that technicians can utilize to recharge the batteries on the remote digital loop carrier cabinets or with the building connections if needed. Generators are started and tested once a month with technicians documenting the results.

REROUTING TRAFFIC AND REDUNDANCY: The Company's transmission link is equipped with redundant hardware between the host office in Lead Hill, AR, and the Windstream tandem switch located in Harrison, AR. We also have a diversified fiber route connecting the two offices.

MANAGING TRAFFIC SPIKES: The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the network to have excess capacity on its backbone network. In case of traffic spikes, NATCO has overflow routing to an alternate long distance VoIP switch.

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Northern Arkansas Telephone Company (SAC 401713)

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

Northern Arkansas Telephone Company hereby certifies that throughout 2016, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, and offering broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream is reasonable, the Company offers broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream.

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	<i>This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.</i> BORROWER NAME Northern Arkansas Telephone Company (Prepared with Audited Data)
---	--

INSTRUCTIONS -Submit report to RUS within 30 days after close of the period. For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only.	PERIOD ENDING December, 2016	BORROWER DESIGNATION <div style="background-color: black; width: 100px; height: 15px;"></div>
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CERTIFICATION We hereby certify that the entries in this report are in accordance with the accounts and other records of the system and reflect the status of the system to the best of our knowledge and belief. ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES. DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII (Check one of the following)	
<input type="checkbox"/> All of the obligations under the RUS loan documents have been fulfilled in all material respects.	<input type="checkbox"/> There has been a default in the fulfillment of the obligations under the RUS loan documents. Said default(s) is/are specifically described in the Telecom Operating Report
DATE _____	

PART A. BALANCE SHEET					
ASSETS	BALANCE PRIOR YEAR	BALANCE END OF PERIOD	LIABILITIES AND STOCKHOLDERS' EQUITY	BALANCE PRIOR YEAR	BALANCE END OF PERIOD
CURRENT ASSETS			CURRENT LIABILITIES		
1. Cash and Equivalents			25. Accounts Payable		
2. Cash-RUS Construction Fund			26. Notes Payable		
3. Affiliates:			27. Advance Billings and Payments		
a. Telecom, Accounts Receivable			28. Customer Deposits		
b. Other Accounts Receivable			29. Current Mat. L/T Debt		
c. Notes Receivable			30. Current Mat. L/T Debt-Rur. Dev.		
4. Non-Affiliates:			31. Current Mat.-Capital Leases		
a. Telecom, Accounts Receivable			32. Income Taxes Accrued		
b. Other Accounts Receivable			33. Other Taxes Accrued		
c. Notes Receivable			34. Other Current Liabilities		
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)		
6. Material-Regulated			LONG-TERM DEBT		
7. Material-Nonregulated			36. Funded Debt-RUS Notes		
8. Prepayments			37. Funded Debt-RTB Notes		
9. Other Current Assets			38. Funded Debt-FFB Notes		
10. Total Current Assets (1 Thru 9)			39. Funded Debt-Other		
NONCURRENT ASSETS			40. Funded Debt-Rural Develop. Loan		
11. Investment in Affiliated Companies			41. Premium (Discount) on L/T Debt		
a. Rural Development			42. Reacquired Debt		
b. Nonrural Development			43. Obligations Under Capital Lease		
12. Other Investments			44. Adv. From Affiliated Companies		
a. Rural Development			45. Other Long-Term Debt		
b. Nonrural Development			46. Total Long-Term Debt (36 thru 45)		
13. Nonregulated Investments			OTHER LIAB. & DEF. CREDITS		
14. Other Noncurrent Assets			47. Other Long-Term Liabilities		
15. Deferred Charges			48. Other Deferred Credits		
16. Jurisdictional Differences			49. Other Jurisdictional Differences		
17. Total Noncurrent Assets (11 thru 16)			50. Total Other Liabilities and Deferred Credits (47 thru 49)		
PLANT, PROPERTY, AND EQUIPMENT			EQUITY		
18. Telecom, Plant-in-Service			51. Cap. Stock Outstand. & Subscribed		
19. Property Held for Future Use			52. Additional Paid-in-Capital		
20. Plant Under Construction			53. Treasury Stock		
21. Plant Adj., Nonop. Plant & Goodwill			54. Membership and Cap. Certificates		
22. Less Accumulated Depreciation			55. Other Capital		
23. Net Plant (18 thru 21 less 22)			56. Patronage Capital Credits		
24. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins		
			58. Total Equity (51 thru 57)		
			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)		

Total Equity of Total Assets

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		BORROWER DESIGNATION <div style="background-color: black; width: 100px; height: 15px;"></div>	
INSTRUCTIONS- See RUS Bulletin 1744-2		PERIOD ENDING December, 2016	
PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS			
ITEM	PRIOR YEAR	THIS YEAR	
1. Local Network Services Revenues			
2. Network Access Services Revenues			
3. Long Distance Network Services Revenues			
4. Carrier Billing and Collection Revenues			
5. Miscellaneous Revenues			
6. Uncollectible Revenues			
7. Net Operating Revenues (1 thru 5 less 6)			
8. Plant Specific Operations Expense			
9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)			
10. Depreciation Expense			
11. Amortization Expense			
12. Customer Operations Expense			
13. Corporate Operations Expense			
14. Total Operating Expenses (8 thru 13)			
15. Operating Income or Margins (7 less 14)			
16. Other Operating Income and Expenses			
17. State and Local Taxes			
18. Federal Income Taxes			
19. Other Taxes			
20. Total Operating Taxes (17+18+19)			
21. Net Operating Income or Margins (15+16-20)			
22. Interest on Funded Debt			
23. Interest Expense - Capital Leases			
24. Other Interest Expense			
25. Allowance for Funds Used During Construction			
26. Total Fixed Charges (22+23+24-25)			
27. Nonoperating Net Income			
28. Extraordinary Items			
29. Jurisdictional Differences			
30. Nonregulated Net Income			
31. Total Net Income or Margins (21+27+28+29+30-26)			
32. Total Taxes Based on Income			
33. Retained Earnings or Margins Beginning-of-Year			
34. Miscellaneous Credits Year-to-Date			
35. Dividends Declared (Common)			
36. Dividends Declared (Preferred)			
37. Other Debits Year-to-Date			
38. Transfers to Patronage Capital			
39. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37+38)]			
40. Patronage Capital Beginning-of-Year			
41. Transfers to Patronage Capital			
42. Patronage Capital Credits Retired			
43. Patronage Capital End-of-Year (40+41-42)			
44. Annual Debt Service Payments			
45. Cash Ratio [(14+20-10-11) / 7]			
46. Operating Accrual Ratio [(14+20+26) / 7]			
47. TIER [(31+26) / 26]			
48. DSCR [(31+26+10+11) / 44]			

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		BORROWER DESIGNATION [REDACTED]
INSTRUCTIONS – See help in the online application.		PERIOD ENDED December, 2016
PART I – STATEMENT OF CASH FLOWS		
1. Beginning Cash (Cash and Equivalents plus RUS Construction Fund)		
CASH FLOWS FROM OPERATING ACTIVITIES		
2. Net Income		
<i>Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities</i>		
3. Add: Depreciation		
4. Add: Amortization		
5. Other (Explain)		
<i>Changes in Operating Assets and Liabilities</i>		
6. Decrease/(Increase) in Accounts Receivable		
7. Decrease/(Increase) in Materials and Inventory		
8. Decrease/(Increase) in Prepayments and Deferred Charges		
9. Decrease/(Increase) in Other Current Assets		
10. Increase/(Decrease) in Accounts Payable		
11. Increase/(Decrease) in Advance Billings & Payments		
12. Increase/(Decrease) in Other Current Liabilities		
13. Net Cash Provided/(Used) by Operations		
CASH FLOWS FROM FINANCING ACTIVITIES		
14. Decrease/(Increase) in Notes Receivable		
15. Increase/(Decrease) in Notes Payable		
16. Increase/(Decrease) in Customer Deposits		
17. Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)		
18. Increase/(Decrease) in Other Liabilities & Deferred Credits		
19. Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital		
20. Less: Payment of Dividends		
21. Less: Patronage Capital Credits Retired		
22. Other (Explain)		
23. Net Cash Provided/(Used) by Financing Activities		
CASH FLOWS FROM INVESTING ACTIVITIES		
24. Net Capital Expenditures (Property, Plant & Equipment)		
25. Other Long-Term Investments		
26. Other Noncurrent Assets & Jurisdictional Differences		
27. Other (Explain) Retirements and Adjustments		
28. Net Cash Provided/(Used) by Investing Activities		
29. Net Increase/(Decrease) in Cash		
30. Ending Cash		

Revision Date 2010

REDACTED – FOR PUBLIC INSPECTION

ARKANSAS PUBLIC SERVICE COMMISSION2nd Revised Sheet No. TC-7.1Replacing 1st Revised Sheet No. TC-7.1Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications

70 NOV 11 A 8 28

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PSC File Mark Only

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THIS SPACE FOR PSC USE ONLY

REDACTED - FOR PUBLIC INSPECTION

4th Revised Sheet No. 71.9

Replacing 3rd Revised Sheet No. 71.9

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

PSC File Mark Only

17. LIFELINE ASSISTANCE PROGRAM

17.1 GENERAL

17.1.1 This tariff is effective on the date the new FCC rules on Lifeline become effective.

(CT) 17.1.2 The Lifeline Assistance Program (hereinafter "Lifeline") is a retail local service offering designed to make telephone service, and broadband Internet service, available at reduced rates to qualifying low-income customers. Lifeline provides for a federal credit equal to \$9.25.

17.1.3 The discounts apply to monthly recurring rates for qualifying residential customers.

(CT) 17.1.4 Discounts are applied to rates and charges for residential telephone service and broadband Internet service.

17.1.5 The Lifeline Program rate reductions do not apply to long distance service, class services, special features, and other Ancillary services which may or may not be tariffed. Eligible customers may obtain these services, where available, at their discretion.

17.1.6 The Lifeline Program rate reductions do not apply to service connection charges.

REDACTED – FOR PUBLIC INSPECTION

ARKANSAS PUBLIC SERVICE COMMISSION

3rd Revised Sheet No. 71.10

Replacing 2nd Revised Sheet No. 71.10

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: Res

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

PSC File Mark Only

17. LIFELINE ASSISTANCE PROGRAM

17.1.7 This ETC will implement all special disconnect procedures required for Lifeline customers.

17.1.8 The ETC shall not charge Lifeline customers with a monthly Number-Portability charge.

17.1.9 This ETC shall offer toll blocking to all qualifying applicants at the time such consumers subscribe to Lifeline service. If the consumer elects to receive toll blocking, that service shall become part of that consumer's Lifeline service. The customer is under no obligation to accept the subscription to toll blocking.

17.1.10 This ETC shall not collect a service deposit in order to initiate Lifeline service, if the qualifying consumer voluntarily elects toll blocking, where available, otherwise, this ETC may charge a service deposit in the ordinary course of business. This is limited to voice-only service plans.

(CT)
(CT)

17.2 DESIGNATED LIFELINE PROGRAM SERVICE

17.2.1 General

(CT) 17.2.1.1 Certain telephone services, and broadband Internet service, are specifically part of Lifeline service. Other services are optional. This ETC has a specific Lifeline offering.

REDACTED – FOR PUBLIC INSPECTION

ARKANSAS PUBLIC SERVICE COMMISSION

6th Revised Sheet No. 71.11

Replacing 5th Revised Sheet No. 71.11

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

PSC File Mark Only

17. LIFELINE ASSISTANCE PROGRAM

- (CT) 17.2.2 This ETC shall offer services or functionalities defined, by
(CT) F.C.C. 47 CFR Part 54.101, to be voice telephony service and
(CT) broadband Internet service.

17.3 REGULATIONS

- 17.3.1 All the telecommunications provider rules and general tariffs of this company apply to Lifeline service unless specifically in conflict with this Section and Schedule.
- 17.3.2 Lifeline Service is available only with residential services, excluding foreign exchange service.
- 17.3.3 Lifeline Service is limited to one line per household at the customer's primary residence. "Household" is defined consistent with the Low-Income Home Energy Assistance Program as "any individual or group of individuals who are living together at the same address as one economic unit," with an "economic unit" defined as "all adult individuals contributing to and sharing in the income and expenses of a household." Lifeline support to individuals living in group living facilities must demonstrate when initially enrolling in the program that any other Lifeline recipients residing at their residential address are part of a separate household.

REDACTED – FOR PUBLIC INSPECTION

ARKANSAS PUBLIC SERVICE COMMISSION

1st Revised Sheet No. 71.12

Replacing Original Sheet No. 71.12

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III. Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

PSC File Mark Only

17. LIFELINE ASSISTANCE PROGRAM

17.4 QUALIFICATIONS

17.4.1 General

17.4.1.1 To qualify for Lifeline service, applicants must be participants in certain governmental programs or qualify through a low income threshold.

17.4.2 Qualification through Governmental Program Participation

17.4.2.1 To qualify for Lifeline service through governmental program participation, applicants must participate in at least one (1) of the following governmental programs:

1. Medicaid
- (CT) 2. Supplemental Nutrition Assistance Program (SNAP)
- (CT) 3. Veterans Pension and Survivors Benefit Program
4. Supplemental Security Income (SSI)
5. Federal Public Housing Assistance Program
- (CT) 6. Income Below the Federal Poverty Guideline
- (CT) 7. Head Start

17.4.3 Qualification through Low Income Eligibility

17.4.3.1 To qualify through low income eligibility, the applicant's income as defined in Sec. 54.400(f) must be at or below 135% of The federal poverty guidelines.

REDACTED – FOR PUBLIC INSPECTION

ARKANSAS PUBLIC SERVICE COMMISSION

1st Revised Sheet No. 71.13

Replacing Original Sheet No. 71.13

Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

PSC File Mark Only

17. LIFELINE ASSISTANCE PROGRAM

17.5 CERTIFICATION

17.5.1 General

17.5.1.1 Applicants for Lifeline must meet the eligibility guidelines. A certification process shall be used to ensure only eligible applicants receive Lifeline service. Each applicant must certify that they are receiving support for only one line per household.

(AT)

17.5.2 Certification of Eligibility Through Low Income Qualification

17.5.2.1 This ETC intends to participate in the ALIVE Board program established by the Arkansas General Assembly in 2005 through Act 2289 of 2005 to provide a governmentally maintained income qualification certification process that includes self-certification by applicants, under penalty of perjury, that the documentation presented by the applicant accurately represents their annual household income and provides the number of individuals in the household. Per F.C.C. order, each subscriber must provide certain certifications when enrolling in the Lifeline Program. New Lifeline subscribers must provide documentation of program-based eligibility, which the Telephone Company enrolling the subscriber should review, but not retain. Should the subscriber attempt to certify based on income, the Telephone Company shall be provided supporting documentation in order to complete the certification. The certifying document shall also include the requirement that the consumer will notify this ETC if the consumer's income exceeds 135% of the Federal Poverty Guidelines. The ALIVE Board program shall provide this ETC with a copy of the above referenced procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based eligibility for Lifeline enrollment.

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ARKANSAS PUBLIC SERVICE COMMISSION

Revised Sheet No. 71.14

Replacing Original Sheet No. 71.14

Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

71.14-17-A-8-ZE

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17 LIFELINE ASSISTANCE PROGRAM

(RT) (CT)
17.5.2.1 This ETC shall monitor the ALIVE Board to ensure the ALIVE Board establishes appropriate procedures and provides this ETC with a copy of such procedures. This ETC shall review the procedures to ensure the procedures are appropriate to certify and document income based eligibility for Lifeline enrollment. An officer of this ETC shall certify at time of enrollment, under penalty of perjury, to the best of the officer's knowledge, that this ETC has procedures in place to review documentation via the ALIVE Board, and that the ETC, via the ALIVE Board, was presented with documentation that confirms the consumer's household eligibility, in that the consumer's household income is at or below 135% of the Federal Poverty Guidelines.

17.5.3 Certification of Eligibility Through Participation in Governmental Programs

17.5.3.1 The applicant's eligibility for Lifeline service due to participation in governmental programs shall be certified by the applicant in coordination with the governmental entity providing, monitoring, or reviewing program participation. For instance, many programs may be provided by the Department of Human Services, Department of Health, and local school districts. This ETC, through the ALIVE Board of the third-party, will coordinate with the applicant and the appropriate governmental entity to ensure proper certification. This ETC shall require the third-party to establish appropriate procedures that include self-certification by applicants, under penalty of perjury, that the applicant receives benefits from the eligibility programs and identify the program or programs from which the applicant receives benefits. The certifying document shall also include the requirements that the consumer will notify this ETC if the consumer ceases to participate in the program or programs.

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ARKANSAS PUBLIC SERVICE COMMISSION

1st Revised Sheet No. 71.15

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Northern Arkansas Telephone Co., Inc.
Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III, Rate Schedule No.: 17

Title: LIFELINE ASSISTANCE PROGRAM

17. LIFELINE ASSISTANCE PROGRAM

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17.6 CONSUMER COMPLAINT RESOLUTION

17.6.1 General

17.6.1.1 The Federal Lifeline Program requires a consumer complaint resolution process. The Arkansas Public Service Commission has determined in Order No. 1 of Docket No. 05-038-U that any ETC, which maintains tariffs and is subject to the Public Service Commission's consumer complaint procedures, meet the dispute resolution requirements for Lifeline. This ETC is subject to the Public Service Commission's consumer complaint procedures to meet the dispute resolution requirements for Lifeline.

17.7 VERIFICATION OF CONTINUED ELIGIBILITY

17.7.1 General

17.7.1.1 The Lifeline program requires this ETC to annually monitor the continued (CT) eligibility of Lifeline participants by requiring each Lifeline subscriber, both existing subscribers and new subscribers, to provide annual self-certifications attesting to their continued eligibility of the program. Beginning in 2013, this Telephone Company will annually choose to either, where ETCs cannot re-certify their subscribers by accessing a database, to re-certify their Lifeline customers on an annual basis or elect to have USAC re-certify them. Also, should the Telephone Company choose to use a state or federal program database to confirm a consumer's on-going eligibility for Lifeline, the annual re-certification will not be implemented.

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Northern Arkansas Telephone Co., Inc.

Name of Company

Kind of Service: Telecommunications Class of Service: All

Part III Rate Schedule No. 17

Title: LIFELINE ASSISTANCE PROGRAM

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17. LIFELINE ASSISTANCE PROGRAM

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17.8 PROCESS FOR TERMINATION OF LIFELINE BENEFITS

17.8.1 General

17.8.1.1 A consumer's eligibility for Lifeline may be terminated due to failure to maintain qualifications for Lifeline. This ETC shall follow the required process for termination of Lifeline benefits.

17.8.2 Process

17.8.2.1 Customers will be notified of the impending termination of Lifeline benefits in a letter separate from the consumer's monthly bill.

17.8.2.2 The customer will have up to sixty (60) days from the date of the termination letter in which to demonstrate his or her continued eligibility before Lifeline support is discontinued.

17.8.2.3 A customer who appeals must present proof of continued eligibility consistent with the above Lifeline qualifications.

17.8.2.4 This ETC will terminate Lifeline services for subscribers who fail to demonstrate continued eligibility within the sixty (60) day time period.

17.9 RECORD RETENTION POLICY

17.9.1 General

17.9.1.1 The Federal Communications Commission has established specific record retention requirements for the Lifeline certification process. This ETC will have specific procedures to ensure its record retention policy complies with legal requirements.

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17 LIFELINE ASSISTANCE PROGRAM

17.9.1.2 This ETC, through its own recordkeeping or through the recordkeeping of the ALIVE Board and its third-party contractor on behalf of this ETC, shall maintain certification records for the period of time required by the Federal Communications Commission for all Lifeline participants.

17.9.1.3 This ETC shall retain certifications, signed by the subscriber, regarding the consumer's eligibility for Lifeline, including self-certifications, that income documentation accurately reflect the house hold income. This certification shall be retained at least as long as the consumer receives Lifeline service from this ETC or until this ETC is audited by the Administrator. This ETC shall maintain certifications for subscribers terminating Lifeline service for at least three (3) years after termination. Such records shall be maintained in compliance with all federal and Public Service Commission requirements and such records shall be provided to the Administrator or the Public Service Commission upon proper request.

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